

Case Study

Liberty Healthcare Management

Customer Profile

Liberty Healthcare Management is a family-owned and operated company with dozens of locations throughout North Carolina as well as Virginia and South Carolina. In business since 1870, the company offers a complete senior care continuum, close to home and family, with inpatient short-term rehabilitation, long-term care, and outpatient services with select centers offering assisted living and dementia care. They also offer hospice and respite care as part of their inpatient services.

Key Highlights

Liberty Healthcare has multiple business lines and numerous locations so they needed a screening partner who could scale to meet their complex needs. By working with Sterling, the once-cumbersome ordeal of processing and paying for hundreds of background checks across dozens of locations has become a truly seamless and easy experience. They have reduced hours of hand coding invoices into a few mouse-clicks.

Business Challenges

Across their 65+ locations, Liberty Healthcare employs more than 4,000 people, with the majority working at their skilled nursing facilities as nursing aides, orderlies, housekeepers and maintenance staff. Due to high turnover of these positions, they hire more than 2,000 employees each year and each one must pass a county-level background check as well as a drug test administered via oral swab. Their background checks are conducted entirely online, however the company's HR team had to hand code and process paper invoices for each of their locations. This created a huge drain on the team's time, and the process was fraught with delays and errors. Job candidates also had to wait several days for results from their drug tests, as the oral swabs



About

Liberty Healthcare Management is a family-owned and operated company, with a strong commitment to caring with excellence.

Industry: Healthcare

Location: Wilmington, NC

Employees: 3,500

Key Features

- \$40,000 in reduced screening costs a year through Sterling.
- Single monthly electronic invoice cuts out hours of hand coded paper invoice processing.
- Tailored background screening process included ample training across locations for a smooth transition.

were mailed to offsite testing facilities. Their screening provider at the time was not responsive or helpful with their needed service requests and legal questions. As Erin Simmons, the company's HR manager, shares, "We had simply outgrown our background check company."

Solution

Sterling's sales and account teams worked closely with Erin and her team to tailor a background check process to fit Liberty Healthcare's needs, their many locations and the various roles performed by employees at each location. This included three months of training on the new background screening process across their multiple locations. According to Erin, implementation was smooth, uncomplicated and her Sterling representative provided constant support throughout the transition.

Results

While Liberty Healthcare's online background check process remained consistent, after switching to Sterling, they realized a significant savings in both time and cost in their drug testing and are more confident in their overall screening process. They reduced screening costs by roughly \$20 each or \$40,000 for screening 2,000 applicants a year. And, with the hundreds of



background checks and drug tests conducted across dozens of locations, Sterling provides Erin's team with a single monthly electronic invoice that can be reviewed, processed and paid in minutes. Erin and her team are currently in the process of transitioning Liberty Healthcare's human resources department to a completely paperless office.

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I really got a great education throughout the process about how the criminal justice system works and how all the various jurisdictions work differently. With the help of the Sterling account team, we were able to put together some really specific background checks for the three states in which we operate. I now trust that we're more accurate in our screening process overall.

- Erin Simmons,
Human Resources Manager, Liberty Healthcare